



Kallima  
LIFESTYLE CLINIC

## **Access to Information Manual**

We respect your right of access to information. This document will help you exercise that right as required by section 51 of the Promotion to Access of Information Act 2 of 2000 (PAIA).

Date compiled: July 2021

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## Introduction

We are Kallima Lifestyle Clinic (Pty) Ltd, and we provide health and weight loss services as well as coaching.

This is our 'Access to Information Manual'. Its purpose is to help you access our information and any other information that we have. PAIA requires us to make it available to you so that you:

- know what types of information we have; and
- can request access to it.

## Our details

Our details are as follows:

- **Company name:** Kallima Lifestyle Clinic (Pty) Ltd
- **Registration number:** 2014/042061/07
- **Postal address:** 1424 Breyer Avenue, Waverley, Pretoria, Gauteng, 0186
- **Physical address:** 1424 Breyer Avenue, Waverley, Pretoria, Gauteng, 0186
- **Phone number:** 065 842 4644
- **Information officer:** Marcia Vorster
- **Information officer email:** [marketing@kallimaclinic.co.za](mailto:marketing@kallimaclinic.co.za)
- **Contact email:** [info@kallimaclinic.co.za](mailto:info@kallimaclinic.co.za)
- **Website:** [www.kallimaclinic.co.za/](http://www.kallimaclinic.co.za/)

## Further guidance

If you would like further guidance on how you can get access to information under PAIA, you may contact the South African Human Rights Commission (SAHRC) to find out more information about PAIA. They have a guide in each official language of South Africa on how to exercise any right under PAIA. In terms of the Section 110 of the Protection of Personal Information Act 4 of 2013 the functions of the Human Rights Commission have been transferred to the Information Regulator. Their contact details are as follows:

- **Phone number:** 010 023 5200 or 010 023 5207
- **Fax number:** 011 403 0668
- **Postal address:** P.O Box 3153, Braamfontein, Johannesburg, 2017
- **Physical address:** 33 Hoofd Street, Forum III, 3rd Floor Braampark, Braamfontein, Johannesburg, 2017
- **Website:** <https://www.justice.gov.za/inforeg/index.html> and <http://www.sahrc.org.za/index.php/understanding-paia>
- General e-mail: [inforeg@justice.gov.za](mailto:inforeg@justice.gov.za)
- Complaint's email: [complaints.IR@justice.gov.za](mailto:complaints.IR@justice.gov.za)

## Records we hold

We hold the following subjects and categories of records:

- **Company records;**
- **Business records;**
- **Financial records;**
- **Personnel records;**

- **Policies and directives;**
- **Agreements or contracts;**
- **Regulatory documents;**
- **Published information;**
- **Customer information;** and
- **Reference materials.**

Please note that records that are 'not automatically available' must be requested using the process outlined in the 'How to request access' section of this manual.

### **Company records**

Company records are all our records related to the incorporation and administration of our company. Some of them are available from the Companies and Intellectual Property Commission (CIPC).

|   |                                   |
|---|-----------------------------------|
| <b>Memorandum of incorporation</b>                  | Automatically available from CIPC |
| <b>Directors' names</b>                             | Automatically available from CIPC |
| <b>Documents of incorporation</b>                   | Automatically available from CIPC |
| <b>Records relating to appointment of directors</b> | Not automatically available       |
| <b>Other statutory records</b>                      | Not automatically available       |

### **Business records**

Business records include any documents that have economic value to the business.

|                                |                             |
|--------------------------------|-----------------------------|
| <b>Operational records</b>     | Not automatically available |
| <b>Databases</b>               | Not automatically available |
| <b>Internal correspondence</b> | Not automatically available |
| <b>Service records</b>         | Not automatically available |

### **Financial records**

Financial records are all our records related to our finances.

|  |                             |
|--|-----------------------------|
| <b>Financial statements</b>                                | Not automatically available |
| <b>Tax returns</b>   | Not automatically available |
| <b>Other documents relating to taxation of the company</b> | Not automatically available |
| <b>Accounting records</b>                                  | Not automatically available |

|                                   |                                    |
|-----------------------------------|------------------------------------|
| <b>Audit records</b>              | Not automatically available        |
| <b>Banking records</b>            | Not automatically available        |
| <b>Banking details</b>            | Automatically available on request |
| <b>Bank statements</b>            | Not automatically available        |
| <b>Electronic banking records</b> | Not automatically available        |
| <b>Invoices</b>                   | Not automatically available        |
| <b>Financial agreements</b>       | Not automatically available        |

### Income tax records

Income tax records are all our records related to our income tax obligations.

|  |                             |
|--|-----------------------------|
| <b>PAYE Records</b>  | Not automatically available |
| <b>Corporate tax records</b>                                   | Not automatically available |
| <b>Documents issued to employees for income tax purposes</b>   | Not automatically available |
| <b>Records of payments made to SARS on behalf of employees</b> | Not automatically available |
| <b>VAT records</b>   | Not automatically available |
| <b>Regional Services Levies</b>                                | Not automatically available |
| <b>Skills Development Levies</b>                               | Not automatically available |
| <b>UIF</b>   | Not automatically available |
| <b>Workmen's Compensation</b>                                  | Not automatically available |

### Personnel records

Personnel records are all our records about anyone who works for us, provides services to us, or provides services on our behalf and who receives or is entitled to receive remuneration, including our employees, contractors, and other personnel.

|                                      |                             |
|--------------------------------------|-----------------------------|
| <b>List of employees</b>             | Not automatically available |
| <b>Employee personal information</b> | Not automatically available |
| <b>Employee employment contracts</b> | Not automatically available |

|   |                             |
|---|-----------------------------|
| <b>Employment policies and procedures</b> | Not automatically available |
| <b>Employment Equity Plan</b>             | Not automatically available |
| <b>Salaries of employees</b>              | Not automatically available |
| <b>Leave records</b>                      | Not automatically available |
| <b>Internal evaluations</b>               | Not automatically available |
| <b>Disciplinary records</b>               | Not automatically available |

|   |                             |
|---|-----------------------------|
| <b>Disciplinary codes</b>                     | Not automatically available |
| <b>Codes of conduct</b>                       | Not automatically available |
| <b>Training records</b>                       | Not automatically available |
| <b>Operating manuals</b>                      | Not automatically available |
| <b>Personal records provided by personnel</b> | Not automatically available |
| <b>Other statutory records</b>                | Not automatically available |
| <b>Related correspondence</b>                 | Not automatically available |

### **Policies and directives**

Policies and directives include both internal and external documents.

|   |                             |
|---|-----------------------------|
| <b>Internal relating to employees and the company</b>       | Not automatically available |
| <b>External relating to clients and other third parties</b> | Not automatically available |
| <b>Information technology systems and documents</b>         | Not automatically available |

### **Agreements or contracts**

Agreements or contracts include the documents themselves and all related documents.

|  |                             |
|--|-----------------------------|
| <b>Third party contracts (such as JV agreements, VAR Agreements, etc.)</b> | Not automatically available |
| <b>Office management contracts</b>   | Not automatically available |
| <b>Supplier contracts</b>  | Not automatically available |

## Regulatory documents

Regulatory documents include any documents required to comply with any laws.

|                    |                             |
|--------------------|-----------------------------|
| <b>Permits</b>     | Not automatically available |
| <b>Licences</b>    | Not automatically available |
| <b>Authorities</b> | Not automatically available |

## Published information

Published information includes any document that we prepare and produce.

|  |                             |
|--|-----------------------------|
| <b>External newsletters and circulars</b>                    | Automatically available     |
| <b>Internal newsletters and circulars</b>                    | Not automatically available |
| <b>Information on the company published by third parties</b> | Not automatically available |

## Customer information

Customer information includes any information about anyone that we provide goods or services to, including our customers, leads, or prospects.

|  |                             |
|--|-----------------------------|
| <b>Customer details</b>                                | Not automatically available |
| <b>Contact details of individuals within customers</b> | Not automatically available |
| <b>Communications with customers</b>                   | Not automatically available |
| <b>Sales records</b>                                   | Not automatically available |
| <b>Transactional information</b>                       | Not automatically available |
| <b>Marketing records</b>                               | Not automatically available |

## Reference materials

Reference materials include any sources of information that we contribute to.

|  |                             |
|--|-----------------------------|
| <b>Newsletters and journals articles</b> | Not automatically available |
|--|-----------------------------|

## How to request access

We have authorised and designated our information officer to deal with all matters relating to PAIA in order to comply with our obligations in terms of PAIA. To request access to a record, please complete Form C which is available from:

- the SAHRC website at <http://www.sahrc.org.za/index.php/understanding-paia> at this link:  
<http://www.sahrc.org.za/home/21/files/Form%20C.doc%20August%202013.doc>;  
or
- the Department of Justice and Constitutional Development website at [www.justice.gov.za](http://www.justice.gov.za) at this link:  
[http://www.justice.gov.za/forms/paia/J752\\_paia\\_Form%20C.pdf](http://www.justice.gov.za/forms/paia/J752_paia_Form%20C.pdf).

Please submit the completed form to our information officer together with the relevant request fee (detailshere: <http://www.sahrc.org.za/home/21/files/PAIA%20Notice%20on%20fees.pdf>) at our information officer's email address, our physical address, or by fax in terms of our details provided above. Please ensure that the completed form:

- has enough information for the information officer to identify you, the requested records, and which form of access you require;
- specifies your email address, postal address, or fax number;
- describes the right that you seek to exercise or protect;
- explains why you need the requested record to exercise or protect that right;
- provides any other way you would like to be informed of our decision other than in writing; and
- provides proof of the capacity in which you are making the request if you are making it on behalf of someone else (we will decide whether this proof is satisfactory).

If you do not use the standard form we may:

- reject the request due to lack of procedural compliance;
- refuse it if you do not provide sufficient information; or
- delay it.

### **Grounds for refusal**

We may have to refuse you access to certain records in terms of PAIA to protect:

- someone else's privacy;
- another company's commercial information;
- someone else's confidential information;
- company's confidential information;
- the safety of individuals and property;
- records privileged from production in legal proceedings; or
- research information.

We will notify you in writing whether your request has been approved or denied within 30 calendar days after we have received a completed request for access form. If we cannot find any requested record or it does not exist, then we will notify you by way of affidavit that it is not possible to give access to that particular record.

### **Remedies**

If your request for access is denied, you may:

- apply to a court with appropriate jurisdiction, or
- lodge a complaint with the Information Regulator for the necessary relief.



## **How we will give you access**

We will evaluate and consider all requests to us in terms of PAIA. If we approve your request for access to our records, then we will decide how to provide access to you – unless you have asked for access in a specific form. Publication of this manual does not give rise to any rights to access information records, except in terms of PAIA.

## **How much it will cost you**

You must pay us a request fee as required by law when submitting a request for access to information. The prescribed fees are as set out in the Fee Schedule which is available from <http://www.sahrc.org.za/index.php/understanding-paia> at this link: <http://www.sahrc.org.za/home/21/files/PAIA%20Notice%20on%20fees.pdf>. You must pay us the fees before we will hand over any information. You may have to pay a further access fee if we grant the request for any time that has exceeded the prescribed hours to search and prepare the record for disclosure.

## **How we process and protect personal information**

We process the personal information of various categories of people for various purposes as set out in this clause.

### **Categories of people**

We process the personal information of the following categories of people:

- customers or clients;
- information our data subjects submit to us to provide service to them;
- prospects or leads;
- employees;
- service providers providing services related to employees;
- contractors, vendors, or suppliers;
- debtors and creditors; and
- directors and shareholders.

### **Purposes**

We process the personal information to:

- provide our goods or supply our services;
- better understand our data subjects' needs when doing so;
- keep our data subject records up-to-date;
- manage employees in general;
- manage supplier contracts in general;
- manage customers in general;
- manage customer credit in general;
- market to customers in various countries;
- enforce debts;
- market goods and services to prospects;
- process customer requests or complaints; and
- process personal information of employees for forensic purposes.

## **Categories of personal information**

We process many different categories of personal information, including:

- contact details, such as phone numbers, physical and postal addresses, and email addresses;
- personal details, such as names and ages;
- account numbers;
- health information;
- biometric information
- background information;
- contract information;
- credit information;
- market intelligence information; and
- debt and debtor information.

## **Third-party disclosures**

We give the following people personal information that we process in the ordinary course of business to fulfil our obligations to our customers or clients:

- contractors, vendors, or suppliers;
- agents, distributors, or other resellers;
- operators, other responsible parties, or co-responsible parties; and
- third party vendors (such as software developers) to help us maintain our services.

## **Security**

We secure data by maintaining reasonable measures to protect personal information from loss, misuse, and unauthorized access, disclosure, alteration and destruction. We also take reasonable steps to keep personal information accurate, current, complete, confidential, and reliable for its intended use.

## **Availability of this Manual**

This manual is available in English and will be available on our website, and at our company offices. The manual is also electronically available on our website at: [www.kallimaclinic.co.za](http://www.kallimaclinic.co.za).

## **Updates to this Manual**

This manual will be updated whenever we make material changes to the current information.